



TeranGO Terms and Conditions & Policies

Effective Date: October 2, 2025

Last Updated: December 3, 2025

1. TERMS AND CONDITIONS

1.1 Introduction

Welcome to TeranGO Company Limited. These Terms and Conditions govern your use of our platform and services for ordering food, groceries, and pharmacy items in The Gambia. By accessing or using TeranGO, you agree to be bound by these terms.

Company Information:

- Business Name: TeranGO
- Service Area: The Gambia
- Contact: 7595999/6335524/3902798/743522

1.2 Definitions

- **"Platform"** refers to the TeranGO website, mobile application, and related services
- **"User"** or **"You"** refers to any person accessing or using our services
- **"We"** or **"TeranGO"** refers to TeranGO and its affiliates
- **"Vendor"** refers to restaurants, grocery stores, and pharmacies partnered with TeranGO
- **"Order"** refers to any purchase request made through the Platform

1.3 Account Registration

To use TeranGO services, you must:

- Be at least 18 years of age or have parental/guardian consent
- Provide accurate, current, and complete information during registration
- Maintain the security of your account credentials
- Accept responsibility for all activities under your account
- Notify us immediately of any unauthorized use

We reserve the right to suspend or terminate accounts that violate these terms.

1.4 Ordering and Delivery

Placing Orders:

- All orders are subject to acceptance by the Vendor and TeranGO
- We reserve the right to refuse or cancel orders for any reason
- Prices displayed are in Gambian Dalasi and may be subject to change
- You are responsible for providing accurate delivery information

Delivery:

- Estimated delivery times are approximate and not guaranteed
- Delivery fees vary based on distance and order value
- You must be available to receive delivery at the specified address
- Failed delivery attempts due to incorrect information or unavailability may incur additional charges

Order Modifications and Cancellations:

- Orders can be cancelled within the time specified in the app
- Cancellations after preparation has begun may not receive a full refund
- Refunds will be processed according to our Refund Policy

1.5 Payment Terms

Payment Methods:

- We accept mobile money and credit/debit cards where available
- Payment is due at the time of order placement unless otherwise specified
- All transactions are processed securely

Pricing:

- Prices include applicable taxes unless otherwise stated
- Service fees and delivery charges are additional
- We reserve the right to correct pricing errors

1.6 Prohibited Uses

You agree not to:

- Use the Platform for any unlawful purpose
- Impersonate any person or entity
- Interfere with or disrupt the Platform's operation

- Attempt to gain unauthorized access to our systems
- Use automated systems to access the Platform without permission
- Order prescription medications without proper authorization

1.7 Intellectual Property

All content on the Platform, including logos, text, graphics, and software, is owned by TeranGO or licensed to us. You may not reproduce, distribute, or create derivative works without our written permission.

1.8 Limitation of Liability

To the fullest extent permitted by law:

- TeranGO is not liable for the quality, safety, or legality of items sold by Vendors
- We are not responsible for delays or failures beyond our reasonable control
- Our total liability shall not exceed the amount paid for the specific order in question
- We are not liable for indirect, incidental, or consequential damages

1.9 Indemnification

You agree to indemnify and hold TeranGO harmless from any claims, damages, or expenses arising from your use of the Platform or violation of these terms.

1.10 Dispute Resolution

Any disputes shall be resolved through good faith negotiation. If unresolved, disputes will be subject to the laws of The Gambia and the jurisdiction of Gambian courts.

1.11 Changes to Terms

We reserve the right to modify these terms at any time. Continued use of the Platform after changes constitutes acceptance of the new terms.

2. PRIVACY POLICY

2.1 Information We Collect

Personal Information:

- Name, email address, phone number
- Delivery addresses
- Payment information

- Order history and preferences

Automatically Collected Information:

- Device information and IP address
- Location data (with your permission)
- Usage patterns and preferences
- Cookies and similar technologies

2.2 How We Use Your Information

We use your information to:

- Process and fulfill orders
- Communicate about orders and services
- Improve our Platform and services
- Provide customer support
- Send promotional materials (with your consent)
- Comply with legal obligations
- Prevent fraud and ensure security

2.3 Information Sharing

We may share your information with:

- Vendors to fulfill orders
- Delivery personnel for order completion
- Payment processors for transaction processing
- Service providers who assist our operations
- Legal authorities when required by law

We do not sell your personal information to third parties.

2.4 Data Security

We implement appropriate security measures to protect your information, including encryption and secure storage. However, no method of transmission over the internet is completely secure.

2.5 Your Rights

You have the right to:

- Access your personal information
- Correct inaccurate information
- Request deletion of your information
- Opt out of marketing communications

- Withdraw consent for data processing

2.6 Data Retention

We retain your information for as long as necessary to provide services and comply with legal obligations.

2.7 Children's Privacy

Our services are not intended for children under 18. We do not knowingly collect information from children.

3. REFUND AND CANCELLATION POLICY

3.1 Order Cancellation

Before Preparation:

- Full refund if cancelled before the Vendor begins preparation
- Cancellation requests must be made through the Platform

After Preparation:

- No refund once preparation has started
- Exceptions may be made at TeranGO's discretion

3.2 Refund Eligibility

You may be eligible for a refund if:

- Items are missing from your order
- Items are significantly different from description
- Items are damaged or contaminated
- Items have expired or are near expiration (for food/pharmacy)
- Order was not delivered

3.3 Refund Process

To request a refund:

- Contact customer support within 24 hours of delivery
- Provide order details and photographic evidence where applicable
- Refunds are processed within 5-10 business days

- Refunds are issued to the original payment method

3.4 Non-Refundable Items

The following are generally not refundable:

- Items purchased on sale or clearance
 - Gift cards or promotional credits
 - Subjective dissatisfaction with taste or preference
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4. DELIVERY POLICY

4.1 Delivery Areas

We currently deliver within specified zones in The Gambia. Delivery availability can be checked by entering your address on the Platform.

4.2 Delivery Times

- Estimated delivery times are provided at checkout
- Actual times may vary due to traffic, weather, or order volume
- We will notify you of significant delays

4.3 Delivery Fees

Delivery fees are calculated based on:

- Distance from Vendor to delivery address
- Order value
- Time of day and demand
- Promotional offers

4.4 Failed Deliveries

If we cannot complete delivery due to:

- Incorrect address
- Customer unavailability
- Unsafe delivery conditions

We will attempt to contact you. Redelivery may incur additional charges.

4.5 Order Receiving

- You or an authorized person must be present to receive the order
 - ID may be required for age-restricted items
 - Let driver to scan Order QR code to complete delivery process
 - Inspect items upon delivery for any issues
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5. PHARMACY AND HEALTH PRODUCTS POLICY

5.1 Over-the-Counter Products Only

- TeranGO only sells over-the-counter (OTC) medications and health products
- No prescription medications are available through our platform
- All pharmacy items are available for purchase without a prescription
- For prescription medications, please visit a licensed pharmacy in person

5.2 Product Categories

Available pharmacy items include:

- Pain relievers and fever reducers
- Cold and flu remedies
- Vitamins and supplements
- First aid supplies
- Personal care and hygiene products
- Other non-prescription health items

5.3 Age-Restricted Items

Some OTC items may require age verification:

- Delivery person will verify age at delivery for restricted items
- Valid ID required for age-restricted products
- Orders may be refused if verification fails

5.4 Health Disclaimer

- Information provided on the Platform is for reference only
- Always read product labels and follow usage instructions
- Consult healthcare professionals for medical advice before using any medication
- We are not responsible for improper use of products
- Report adverse reactions to the product manufacturer and relevant health authorities
- If symptoms persist or worsen, seek professional medical attention

5.5 Product Authenticity and Quality

- We work only with licensed pharmacies and verified suppliers
 - All products are sourced from authorized distributors
 - We ensure proper storage and handling of health products
 - Products are checked for expiration dates before delivery
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6. VENDOR PARTNERSHIP POLICY

6.1 Vendor Standards

All Vendors must:

- Maintain proper licenses and permits
- Follow food safety and hygiene standards
- Accurately represent products and prices
- Fulfill orders in a timely manner

6.2 Quality Control

TeranGO reserves the right to:

- Remove Vendors who fail to meet standards
 - Monitor Vendor performance and reviews
 - Intervene in quality disputes
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7. CUSTOMER CONDUCT POLICY

7.1 Respectful Behavior

Users must treat delivery personnel and customer service staff with respect. Abusive, threatening, or discriminatory behavior may result in account suspension.

7.2 Accurate Information

You must provide accurate delivery instructions and contact information to ensure successful delivery.

7.3 Fraud Prevention

Any fraudulent activity, including false refund claims or payment disputes, will result in immediate account termination and possible legal action.

8. PROMOTIONAL OFFERS AND CREDITS

8.1 Terms

- Promotional codes are subject to specific terms and expiration dates
- Credits are non-transferable and have no cash value
- We reserve the right to modify or cancel promotions
- One promotion per order unless specified

8.2 Referral Program

Details of any referral program will be provided separately and are subject to specific terms.

9. CONTACT INFORMATION

For questions, concerns, or support:

TeranGO Customer Service

Email: [Insert email]

Phone: [Insert phone number]

Hours: [Insert operating hours]

Address: Brusubi Phase 1, The Gambia

10. GOVERNING LAW

These Terms and Conditions are governed by the laws of The Gambia. Any disputes shall be resolved in Gambian courts.

11. SEVERABILITY

If any provision of these terms is found to be unenforceable, the remaining provisions will continue in full effect.

12. ENTIRE AGREEMENT

These Terms and Conditions constitute the entire agreement between you and TeranGO regarding use of our services.

By using TeranGO, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions and Policies.

TeranGO – *Everything your fingertips!*

TeranGO